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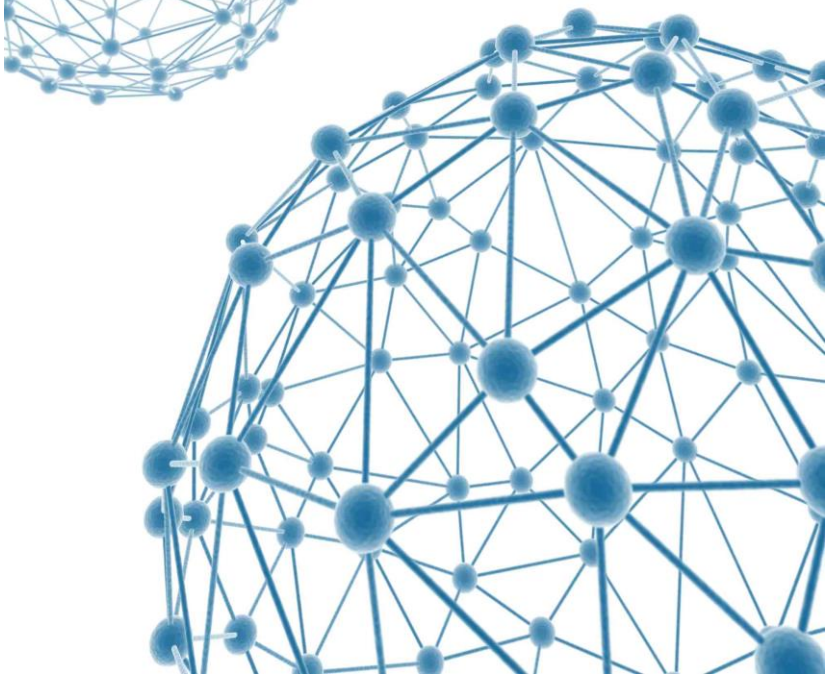
BeanAir

FREQUENTLY ASKED QUESTIONS

F.A.Q.



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1. TECHNICAL SUPPORT

For general contact, technical support, to report documentation errors and to order manuals, contact ***BeanAir Technical Support Center*** (BTSC) at:

tech-support@beanair.com

For detailed information about where you can buy the BeanAir equipment/software or for recommendations on accessories and components visit:

www.beanair.com

To register for product news and announcements or for product questions contact BeanAir's Technical Support Center (BTSC).

Our aim is to make this user manual as helpful as possible. Keep us informed of your comments and suggestions for improvements.
BeanAir appreciates feedback from the users of our information.

2. VISUAL SYMBOLS DEFINITION

Symbols	*Definition*
	***Caution or Warning** – Alerts the user with important information about BeanAir wireless sensor networks (WSN), if this information is not followed, the equipment /software may fail or malfunction.*
	***Danger** – This information MUST be followed if not you may damage the equipment permanently or bodily injury may occur.*
	***Tip or Information** – Provides advice and suggestions that may be useful when installing BeanAir Wireless Sensor Networks.*

3. ACRONYMS AND ABBREVIATIONS

AES	Advanced Encryption Standard
CCA	Clear Channel Assessment
CSMA/CA	Carrier Sense Multiple Access/Collision Avoidance
GTS	Guaranteed Time-Slot
kSps	Kilo samples per second
LLC	Logical Link Control
LQI	Link quality indicator
LDCDA	Low duty cycle data acquisition
MAC	Media Access Control
PAN	Personal Area Network
PER	Packet error rate
RF	Radio Frequency
SD	Secure Digital
WSN	Wireless sensor Network

4. FREQUENTLY ASKED QUESTIONS

In

4.1 HOW TO BUY ?

4.1.1 CAN I BUY ONLY THE SENSORS OR COORDINATOR OR SOFTWARE?

No. BeanAir Sensors work on a network. You will need a sensor (BeanDevice), a coordinator (BeanGateway) and an application (BeanScape) in order to form your network.

4.1.2 WHAT DO I DO TO BUY A SENSOR (BEANDEVICE®)?

Please visit our website www.beanair.com, click on products and by choosing the appropriate device send us an email (info@beanair.com).

4.1.3 BUT I DON'T KNOW WHICH ONE TO CHOOSE?

Please follow this link and download the **BeanDevice Selector Guide**.

or

From our website (www.beanair.com), you will find the specification sheet available for download for every device. Please download, review it thoroughly and see if meets the requirements of your application case or send us an email (info@beanair.com).

4.1.4 WHAT SHOULD I DO TO RECEIVE AN OFFICIAL PRICE QUOTE?

Send us an email (sales@beanair.com) with the requested BeanDevice®/Starterkit & quantity with your Name, Company name, address and telephone number.

4.1.5 IS BEANSCAPE® FREE ?

No, BeanScape® is a software developed by BeanAir to monitor BeanDevice® and is not free in order to maintain its continued development.

4.1.6 WHAT IS THE DELIVERY TIME ON YOUR PRODUCTS?

For SmartSensor product line, the delivery time is three working days after reception of the customer purchase order.

For ProcessSensor & EcoSensor product lines, the delivery time is 1-2 weeks after reception of the customer purchase order.

4.2 POWER SUPPLY

4.2.1 CAN I POWER SUPPLY MY ANALOG SENSOR DIRECTLY FROM THE BEANDEVICE® AN-420/AN-V/AN-MV ?

Yes, the sensor is directly powered by a high accuracy and adjustable DC/DC converter integrated inside the device. The excitation voltage is remotely configurable through the BeanScape® (4.5 to 20V).

4.2.2 WHICH PRODUCT USE A PRIMARY CELL ?

The following products come with a primary cell:

- Beandevice® AN-Mv/AN-V/AN-420 Xtender

- BeanDevice® SUN-T/SUN-TH/SUN-BN/SUN-TIR

4.3 SERVICES & WARRANTY

4.3.1 WHAT ABOUT THE WARRANTY?

SmartSensor product line comes with 2 year limited warranty. ProcessSensor & EcoSensor product lines comes with a 1 year limited warranty.

You can extend your BeanDevice warranty to 2 or 3 years by purchasing a Warranty extension plan.

4.3.2 WHAT ABOUT AFTER SALES SUPPORT?

When you buy a BeanDevice, you will have 3 months free email support for all your BeanDevices.

4.3.3 DO YOU PROVIDE A RELIABLE TECHNICAL SUPPORT?

All our technical support specialists are bilingual English and French. Our staff have decades of experience doing technical support. For our clients, this means that they get the answers they need as fast as possible, and get up and running with as little downtime as possible

24 hours support response time

We guarantee to respond to your technical enquiry within 24hours. This level of standard response is unparalleled.

Please click here for further information about our technical support center.

4.4 SYSTEM INTEGRATION

4.4.1 CAN WE INTEGRATE THE BEANAIR WSN WITH OUR SOFTWARE?

The ***BeanScape® Premium+*** (Wireless sensor network supervision software) comes with an OPC DA server. OPC DA is particularly well suited for real time measurement and data sharing. Each data/measurement can

be associated to a tag or its attributes and shared with one or many OPC clients. Therefore, the ***BeanScape® Premium+*** opens up to many third party applications (SCADA, web portals etc.).

- Have a look at our ***BeanScape® Premium+*** flyer: ***Click Here***
- For further technical information about our OPC server: ***TN_RF_013 – « OPC configuration »***
- Watch the OPC video:
  - **Introduction to OPC for factory automation and plant process control**
  - **OPC foundation promo video**

4.4.2 IS LABVIEW COMPATIBLE WITH YOUR BEANSCAPE SOFTWARE ?

Yes Labview is compatible with the ***BeanScape Premium+*** software.

OPC is already available on Labview: Click here

4.4.3 IS MATLAB COMPATIBLE WITH YOUR BEANSCAPE SOFTWARE ?

Yes Matlab is compatible with the ***BeanScape Premium+*** software.

You can use the OPC toolbox available on Matlab: Click here

4.5 WIRELESS NETWORK

4.5.1 WHAT IS A STARTERKIT ?

A Starterkit is a kit of products which includes everything you need to start your network.

It includes :

- 1 sensor/data acquisition system (BeanDevice®)

- 1 power supply bloc if needed (some of our products do not need one as they function with a primary cell)

- 1 indoor or outdoor ethernet coordinator (BeanGateway®)

- 1 supervision software (BeanScape® Basic)

If you need more specific products (GPS coordinator, OPC compatible software, …) you can of course order item by item.

4.5.2 WHAT IS THE TECHNOLOGY USED ON BEANAIR WIRELESS SENSOR NETWORKS?

Our WSN is based on IEEE 802.15.4 protocol.

4.5.3 ARE THE BEANDEVICE COMPATIBLE WITH OTHER WIRELESS SENSOR NETWORKS?

No. BeanDevice work only on BeanAir manufactured Wireless Sensor Networks.

4.5.4 HOW MANY WIRELESS SENSORS CAN I MANAGE?

The BeanGateway® can manage up to 45 BeanDevice®, but it depends highly on the sampling rate configured on each BeanDevice®. For further information, please have a look on the following technical notes: Click here

4.5.5 WHAT IS THE BEANGATEWAY® ?

The BeanGateway® is the wireless sensor coordinator. Its coordinates between all the BeanDevices in your network and your PC/Laptop.

5. FREQUENTLY ASKED QUESTIONS ONLINE

Our F.A.Q. online : F.A.Q. on BeanAir blog